

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Class A Tooling

#### Arkansas Manufacturing Solutions

#### Class A Tooling Achieves ISO 9001 and AS 9100 Certification with Assistance from Arkansas Manufacturing Solutions

##### Client Profile:

Class A Tooling, established in 2002, services the needs of both government and industry by offering a range of CNC (Computer Numerical Control) machining, fabrication, special processes, and manufacturing of single cavity, multiple cavity, and progressive dies. Class A Tooling utilizes the latest CAD/CAM (Computer Aided Design/Computer Aided Manufacturing) technology to streamline the production process. They import customer design files directly into the CNC programming database and proof the machining process before a single operation is performed. The company employs 6 people at its facility in Cabot, Arkansas.

##### Situation:

Class A Tooling had two reasons for implementing and certifying their processes with ISO 9001 Quality Management System and AS 9100 Aerospace Standard. First and foremost, as a supplier to the aerospace industry Class A Tooling was finding the requirement for ISO 9001 and AS 9100 certification was preventing them from expanding their client base. Secondly, Class A Tooling recognized the internal benefits of a quality management system including; process consistency, improved quality and a formalized continuous improvement process. David Burns, Owner/President of Class A Tooling, contacted Arkansas Manufacturing Solutions (AMS), a NIST MEP network affiliate, to help with the ISO and AS implementation process.

##### Solution:

AMS Project Manager Sherry Smith assisted the implementation team at Class A Tooling by performing a gap analysis, preparing a project implementation plan, consulting during the development and implementation of the ISO quality management system processes, training internal auditors, assisting with registrar review and selection and performing a final pre-assessment audit. Following ISO certification, Class A Tooling immediately began the journey to AS 9100 certification.

##### Results:

- \* Achieved ISO 9001 and AS 9100 certification.
- \* Invested \$25,000 in implementation of certifications.
- \* Avoided consulting investment of \$3,750.
- \* Increased client quotes by over 50 percent.
- \* Added 2 new customers.
- \* Projected \$2.5 million in revenue from new clients in aerospace sector.

##### Testimonial:

[www.mep.nist.gov](http://www.mep.nist.gov)



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"We had a very positive experience with the consulting received from Arkansas Manufacturing Solutions. Sherry Smith, our AMS Project Manager, kept us focused on our goal, helped us understand the requirements and how they applied to our organization, recommended an AS 9100 consultant, and made sure that we knew about a grant that reduced our cost. AMS helped us to identify experts we needed to help us achieve our goals within our timeframe and budget."

David Burns, Owner/President